

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Shmuel (nmi) Shaffer et al.  
Filing Date: March 3, 2004  
Title: METHOD AND SYSTEM FOR AUTOMATIC CALL  
DISTRIBUTION BASED ON LOCATION  
INFORMATION FOR CALL CENTER AGENTS

Honorable Commissioner  
for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

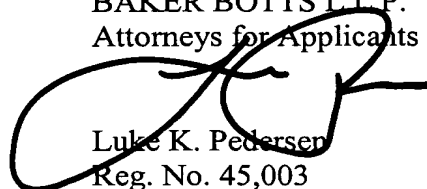
**INFORMATION DISCLOSURE STATEMENT**

Applicants respectfully request, pursuant to 37 C.F.R. §§ 1.56, 1.97 and 1.98, that the references listed on the attached PTO-1449 form be considered and cited in the examination of the above-identified patent application. Furthermore, pursuant to 37 C.F.R. § 1.97(h), no representation is made that these references qualify as prior art or that these references are material to the patentability of the present application.

Since the present Application is filed after June 30, 2003, a copy of any U.S. Patent and any U.S. Patent Application Publication cited on the attached PTO Form 1449 is not being submitted with this Information Disclosure Statement pursuant to the July 11, 2003 waiver of 37 C.F.R. § 1.98(a)(2)(i) by the U.S. Patent and Trademark Office. Copies of all other references are enclosed for the convenience of the Examiner.

Respectfully submitted,

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**05073**

PTO-1449  <b>Information Disclosure Citation In an Application</b>	Application No.		Applicant(s) <b>Shmuel Shaffer et al.</b>
	Docket Number <b>062891.1234</b>	Group Art Unit	Filing Date <b>March 3, 2004</b>

**U.S. PATENT DOCUMENTS**

		DOCUMENT NO.	DATE	NAME	CLASS	SUBCLASS	FILING DATE
	A	5,036,535	07/30/1991	Gechter et al.	379	210	11/27/1989
	B	5,168,515	12/01/1992	Gechter et al.	379	265	03/25/1991
	C	5,271,058	12/14/1993	Andrews et al.	379	210	09/10/1991
	D	5,274,700	12/28/1993	Gechter et al.	379	210	09/21/1992
	E	5,309,513	05/03/1994	Rose	379	265	07/02/1992
	F	5,915,012	06/22/1999	Miloslavsky	379	220	01/14/1997
	G	5,933,492	08/03/1999	Turovski	379	265	01/21/1997
	H	6,021,428	02/01/2000	Miloslavsky	709	206	01/22/1998
	I	6,055,308	04/25/2000	Miloslavsky et al.	379	265	11/20/1997
	J	6,175,564	01/16/2001	Miloslavsky et al.	370	352	01/22/1998
	K	6,229,888	05/08/2001	Miloslavsky	379	265	06/22/1999
	L	6,373,836	04/16/2002	Deryugin et al.	370	352	01/22/1998
	M	6,581,105	06/17/2003	Miloslavsky et al.	709	238	11/18/1999
	N	6,597,685	07/22/2003	Miloslavsky et al.	370	352	11/22/1998
	O	6,625,139	09/23/2003	Miloslavsky et al.	370	352	01/22/1998

**FOREIGN PATENT DOCUMENTS**

		DOCUMENT NO.	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
							YES	NO
	P							
	Q							

		DOCUMENT (Including Author, Title, Source, and Pertinent Pages)	DATE
	R		
	S		
	T		

EXAMINER	DATE CONSIDERED
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EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP § 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to the applicant.

U.S. PATENT AND TRADEMARK OFFICE